DECLARATION FOR PATENT APPLICATION

As a below named inventor, I hereby declare that:

is attached hereto.

MAR 2 1 2002

My residence, post office address and citizenship are as stated below next to my name.

was filed on _____ as Application Serial No. ____.

I believe I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if plural names are listed below) of the subject matter which is claimed and for which a patent is sought on the invention entitled Mathou For Implementing Service Desk Capability, the specification of which:

and was amended on	(if applicable).			
Thereby state that I have reviewed and und- amended by any amendment referred to abov		ed specification,	including the cla	ims, as
I acknowledge the duty to disclose informat Regulations, § 1.56(a).	tion which is material to the patentability	as defined in Ti	tle 37, Code of	Federal
I hereby claim foreign priority benefits und inventor's certificate or § 365(a) of any PC United States, listed below and have also ide certificate, or PCT International application h	T International application which designate intified below, by checking the box, any for	ated at least one reign application	country other to for patent or in	than the ventor's
Prior Foreign Application(s)			Priority Clair	<u>med</u>
(Number) (Country)	(Day/Month/Year File	d)	Yes	No
I hereby claim the benefit under 35 U.S.C. §	119(e) of any United States provisional ap	olication(s) listed	below:	
60/242,007		, (c) (c)		
(Application Serial No.)	October 20, 2000 (Filing Date)			
application designating the United States, list is not disclosed in the prior United States or U.S.C. § 112, I acknowledge the duty to diswhich became available between the filing dapplication:	PCT International application in the manusclose information which is material to pa	ner provided by to tentability as de	the first paragrap fined in 37 CFF	oh of 35 R § 1.56
(Application Serial No.)	(Filing Date)	(Status-patented	d, pending, aband	doned)
I hereby declare that all statements made her belief are believed to be true; and further that the like so made are punishable by fine or in that such willful false statements may jeopard	at these statements were made with the kn apprisonment, or both, under Section 1001 of	owledge that will of Title 18 of the	Iful false stateme United States C	ents and
Inventor's Signature	Some Plan	Date:	introla	
Full name of second joint inventor, if any	Karen E. Riley	<i>Daw</i> .	3411-01	
Residence	1936 Irving Street, Denver, CO 80204			
Citizenship	U.S.			
Post Office Address	Denver CO 80204			

BRINKS HOFER GILSON & LIONE P.O. Box 10395 Chicago, IL 60610 (312) 321-4200

Inventor's Signature	Date:
Full name of second joint inventor, if any	William D. McVicker
Residence	24 Andamooka St., Fisher A.C.T. 2611 AUSTRALIA
Citizenship	U.S.
Post Office Address	Fisher A.C.T. 2611 AUSTRALIA
Inventor's Signature	Date:
Full name of third joint inventor	Stephen Nunn
Residence	2 Lower Farm Court, Hambridge Lane, Newbury, Berks RG145TH, U.K.
Citizenship	U.K.
Post Office Address	Newbury, Berks RG145TH, U.K.
•	
•	i ,
A	· '
Inventor's Signature	Date:
Full name of fourth joint inventor	Samir Anand
Residence	4 Springfield Road, Teddington, TW11 9AP U.K.
Citizenship	U.K.
Post Office Address	Teddington, TW11 9AP U.K.
Inventor's Signature	Date:
Full name of fifth joint inventor	John Brett
Residence	5 Conrad House, 2 Victory Place, London, E14 8BJ U.K.
Citizenship	U.K.
Post Office Address	London F14 8BILIK

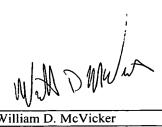
DECLARATION FOR PATENT APPLICATION

As a below lamed inventor, I hereby declare that:

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I believe I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if plural names are listed below) of the subject matter which is claimed and for which a patent is sought on the invention entitled Method For Implementing Service Desk Capability, the specification of which:

\boxtimes	is attached hereto.				
	was filed on as App	olication Serial No			
	and was amended on	_(if applicable).			
	t I have reviewed and unemendment referred to abo		ove-identified specification, incl	ıding the cl	aims, as
I acknowledge the Regulations, § 1.5		ation which is material to the	patentability as defined in Title 2	37, Code of	Federal
inventor's certification United States, liste	ate or § 365(a) of any Poed below and have also id	CT International application w lentified below, by checking the	§ 365(b) of any foreign applicate hich designated at least one count box, any foreign application for of the application on which priority.	intry other patent or in	than the ventor's
Prior Foreign App	lication(s)			Priority Clai	<u>med</u>
-					
(Number)	(Country)	(Day/Mon	th/Year Filed)	Yes	No
I hereby claim the			ovisional application(s) listed belo	ow:	
60/	242,007	October 20, 2000 (Filing Date)			
(Applicat	ion Serial No.)	(Filing Date)	 		
U.S.C. § 112, I ad	cknowledge the duty to d	isclose information which is m	in the manner provided by the footenaterial to patentability as define d the national or PCT Internation	d in 37 CFI	R § 1.56
(Applicat	ion Serial No.)	(Filing Date)	(Status-patented, pe	nding, aban	doned)
belief are believed the like so made a	I to be true; and further the repunishable by fine or in	nat these statements were made mprisonment, or both, under Se	true and that all statements made with the knowledge that willful ection 1001 of Title 18 of the Union or any patent issued thereon.	false statem	ents and
Inventor's Signatu	re	·	Date:		
	nd joint inventor, if any	Karen E. Riley			
Residence	-	1936 Irving Street, Denver, C	O 80204		
Citizenship Post Office Addre	88	U.S.			· · · · · · · · · · · · · · · · · · ·
		Denver CO 80204			· .
		Denver CO 80204			
Programme Construction Construction	<u>* 11 12 13 13 13 13 13 13 </u>	BRINKS HOFER GILSON & P.O. Box 10395 (312) 321-4200		in the process of the second	1. The state of th



Inventor's Signature Full name of second joint inventor, if any Residence Citizenship Post Office Address	William D. McVicker 24 Andamooka St., Fisher A.C.T. 2611, AUSTF U.S. Fisher A.C.T. 2611, AUSTRALIA	Date:	19/10/01
Inventor's Signature Full name of third joint inventor Residence Citizenship Post Office Address	Stephen Nunn 2 Lower Farm Court, Hambridge Lane, Newbury U.K. Newbury, Berks RG145TH, U.K.	Date:	
Inventor's Signature Full name of fourth joint inventor Residence Citizenship Post Office Address	Samir Anand 4 Springfield Road, Teddington, TW11 9AP U.J. U.K. Teddington, TW11 9AP U.K.	Date:	
Inventor's Signature Full name of fifth joint inventor Residence Citizenship Post Office Address	John Brett 5 Conrad House, 2 Victory Place, London, E14 8 U.K. London, E14 8BJ U.K.	Date:	

DECLARATION FOR PATENT APPLICATION

As a below named inventor, I hereby declare that:

is attached hereto.

My residence, post office address and citizenship are as stated below next to my name.

I believe I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if plural names are listed below) of the subject matter which is claimed and for which a patent is sought on the invention entitled Method For Implementing Service Desk Capability, the specification of which:

2 1 2002 was filed on as Ap	plication Serial No	
and was amended on		
y state that I have reviewed and un amended by any amendment referred to abo	derstand the contents of the above-identified specifications.	on, including the claims, as
I acknowledge the duty to disclose inform Regulations, § 1.56(a).	ation which is material to the patentability as defined in	Title 37, Code of Federal
inventor's certificate or § 365(a) of any P United States, listed below and have also id	nder 35 U.S.C. § 119(a)-(d) or § 365(b) of any foreign and CT International application which designated at least of lentified below, by checking the box, any foreign application a filing date before that of the application on which	one country other than the tion for patent or inventor's
Prior Foreign Application(s)		Priority Claimed
(Number) (Country)	(Day/Month/Year Filed)	Yes No
application designating the United States, li is not disclosed in the prior United States of U.S.C. § 112, I acknowledge the duty to dwhich became available between the filing application:	October 20, 2000 (Filing Date) C. § 120 of any United States application(s), or § 365(c) sted below and, insofar as the subject matter of each of the PCT International application in the manner provided bisclose information which is material to patentability as date of the prior application and the national or PCT International Or PCT Intern	ne claims of this application by the first paragraph of 35 defined in 37 CFR § 1.56 ernational filing date of this
(Application Serial No.)	(Filing Date) (Status-pater	nted, pending, abandoned)
belief are believed to be true; and further the like so made are punishable by fine or i	erein of my own knowledge are true and that all statement at these statements were made with the knowledge that imprisonment, or both, under Section 1001 of Title 18 of redize the validity of the application or any patent issued the Date:	willful false statements and the United States Code and
Full name of second joint inventor, if any	Karen E. Riley	
Residence	1936 Irving Street, Denver, CO 80204	
Citizenship	U.S.	
Post Office Address	Denver CO 80204	

BRINKS HOFER GILSON & LIONE P.O. Box 10395 Chicago, IL 60610 (312) 321-4200

Inventor's Signature	Da	ate:	
Full name of second joint inventor, if any	William D. McVicker		
Residence	24 Andamooka St., Fisher A.C.T. 2611, AUSTRAI	LIA	
Citizenship	U.S.		
Post Office Address	Fisher A.C.T. 2611, AUSTRALIA	<u> </u>	
1 000 0 11100 1 1001 000			
	/ D//		
Inventor's Signature	Moure	Date:	02/11/2001
Full name of third joint inventor	Stepher Nunn		-/1/2-01
Residence	2 Lower Farm Court, Hambridge Lane, Newbury, B	Rerks RG1	45TH UK
Citizenship	U.K.		
Post Office Address	Newbury, Berks RG145TH, U.K.		
1 ost Office Address	Trewbury, Berks Ref 15 111, C.K.		
T		Data	
Inventor's Signature		Date:	
Full name of fourth joint inventor	Samir Anand		
Residence	4 Springfield Road, Teddington, TW11 9AP U.K.		
Citizenship	U.K.		
Post Office Address	Teddington, TW11 9AP U.K.		
Inventor's Signature		Date:	
Full name of fifth joint inventor	John Brett	***	
Residence	5 Conrad House, 2 Victory Place, London, E14 8BJ	U.K.	<u></u>
Citizenship	U.K.		
Post Office Address	London E14 SRILLK		

- 2 -

DECLARATION FOR PATENT APPLICATION

As a below named inventor, I hereby declare that:

is attached hereto.

amended by any amendment referred to above.

Regulations, § 1.56(a).

My residence, post office address and citizenship are as stated below next to my name.

was filed on _____ as Application Serial No. ___ and was amended on _____ (if applicable).

I believe I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if plural names are listed below) of the subject matter which is claimed and for which a patent is sought on the invention entitled better the property of the invention of which:

I acknowledge the duty to disclose information which is material to the patentability as defined in Title 37, Code of Federal

I hereby claim foreign priority benefits under 35 U.S.C. § 119(a)-(d) or § 365(b) of any foreign application(s) for patent or inventor's certificate or § 365(a) of any PCT International application which designated at least one country other than the

state that I have reviewed and understand the contents of the above-identified specification, including the claims, as

United States, listed belo certificate, or PCT Interna-	w and have also iden ational application ha	tified below, by checking the box, any for ving a filing date before that of the applica	reign applicat ation on which	ion for pa h priority	itent or it is claime	iventor's d:
Prior Foreign Application		-			ority Cla	
(Number)	(Country)	(Day/Month/Year Filed	i) :		Yes	No
I hereby claim the benefit	t under 35 U.S.C. § 1	19(e) of any United States provisional app	lication(s) list	ted below	: .	
60/242,00	7	October 20, 2000				
(Application Ser	ial No.)	(Filing Date)		•	•	
U.S.C. § 112. I acknowle	edge the dury to disc	CCT International application in the mann lose information which is material to pate of the prior application and the national	tentability as	defined i	n 37 CFI	R § 1.56
(Application Ser	ial No.)	(Filing Date)	(Status-paten	ted, pend	ing, aban	doned)
belief are believed to be the like so made are puni	true; and further that shable by fine or imp	n of my own knowledge are true and that these statements were made with the kno orisonment, or both, under Section 1001 of ze the validity of the application or any pa	wledge that v f Title 18 of t	villful fal: he United	se statem	ents and
Inventor's Signature			Date:			
Full name of second joint		Karen E. Riley				
Residence		1936 Irving Street, Denver, CO 80204				
Citizenship		U.S.				
Post Office Address]	Denver CO 80204				

BRINKS HOFER GILSON & LIONE P.O. Box 10395 Chicago, IL 60610 (312) 321-4200

04/09/2013 06:19 FAX

Inventor's Signature	Date:
Full name of second joint inventor, if any	William D. McVicker
Residence	24 Andamooka St., Fisher A.C.T. 2611, AUSTRALIA
Citizenship	U.S.
Post Office Address	Fisher A.C.T. 2611, AUSTRALIA
•	
- 1 0	Date:
Inventor's Signature	Stephen Num
Full name of third joint inventor	2 Lower Farm Court, Hambridge Lane, Newbury, Berks RG145TH, U.K.
Residence	U.K.
Citizenship	Newbury, Berks RG145TH, U.K.
Post Office Address	(10 now), 25 do 200
Inventor's Signature Full name of fourth joint inventor Residence	Samir Anand 4 Springfield Road, Teddington, TW11 9AP U.K. U.K.
Citizenship	Teddington, TW11 9AP U.K.
Post Office Address	
Inventor's Signature	Date:
Full name of fifth joint inventor	John Brett
Residence	5 Conrad House, 2 Victory Place, London, E14 8BJ U.K.
Citizenship	U.K.
Post Office Address	London, E14 8BJ U.K.

04/09/2013 06:19 FAX

DECLARATION FOR PATENT APPLICATION

s a below named inventor, I hereby declare that:

my post office address and citizenship are as stated below next to my name.

plural names are l	isted below) of the subject	ventor (if only one name is listed below t matter which is claimed and for which <u>pability</u> , the specification of which:			
\boxtimes	is attached hereto.				
	was filed on as App	lication Serial No			
	and was amended on	_ (if applicable).			
	t I have reviewed and und mendment referred to above	derstand the contents of the above-ident ve.	ified specification,	including the claim	ıs, as
I acknowledge the Regulations, § 1.5		tion which is material to the patentabil	ity as defined in T	itle 37, Code of Fe	deral
inventor's certification. United States, list	ate or § 365(a) of any PC ed below and have also ide	der 35 U.S.C. § 119(a)-(d) or § 365(b) CT International application which designatified below, by checking the box, any having a filing date before that of the approximation of the second content of	gnated at least one foreign application	e country other than n for patent or inven	n the
Prior Foreign App	olication(s)			Priority Claime	<u>:d</u>
(Number)	(Country)	(Day/Month/Year F	iled)	Yes 1	No
I hereby claim the	benefit under 35 U.S.C. §	119(e) of any United States provisional	application(s) listed	d below:	
60/	242,007	October 20, 2000			
(Applicat	ion Serial No.)	October 20, 2000 (Filing Date)			
application design is not disclosed in U.S.C. § 112, I ad	nating the United States, list in the prior United States of cknowledge the duty to di	. § 120 of any United States application sted below and, insofar as the subject mater PCT International application in the multisclose information which is material to date of the prior application and the national state o	tter of each of the canner provided by patentability as de	claims of this applic the first paragraph of efined in 37 CFR §	of 35
(Applicat	ion Serial No.)	(Filing Date)	(Status-patente	d, pending, abandor	ned)
belief are believed the like so made a	d to be true; and further there repunishable by fine or in	rein of my own knowledge are true and at these statements were made with the nprisonment, or both, under Section 100 dize the validity of the application or any	knowledge that will of Title 18 of the	Ilful false statements United States Code	s and
Inventor's Signatu	ıre		Date:		
	nd joint inventor, if any	Karen E. Riley			
Residence		1936 Irving Street, Denver, CO 80204			

BRINKS HOFER GILSON & LIONE P.O. Box 10395 Chicago, IL 60610 (312) 321-4200

U.S.

Denver CO 80204

Citizenship

Post Office Address

Inventor's Signature	Da	te:
Full name of second joint inventor, if any	William D. McVicker	
Residence	24 Andamooka St., Fisher A.C.T. 2611, AUSTRAL	.IA
Citizenship	U.S.	
Post Office Address	Fisher A.C.T. 2611, AUSTRALIA	
Inventor's Signature Full name of third joint inventor Residence	Stephen Nunn 2 Lower Farm Court, Hambridge Lane, Newbury, B	Date: erks RG145TH, U.K.
Citizenship	U.K.	
Post Office Address	Newbury, Berks RG145TH, U.K.	
Inventor's Signature Full name of fourth joint inventor Residence Citizenship Post Office Address	Samir Anand 4 Springfield Road, Teddington, TW11 9AP U.K. U.K. Teddington, TW11 9AP U.K.	Date:
Inventor's Signature Full name of fifth joint inventor Residence Citizenship Post Office Address	John Brett 5 Conrad House, 2 Victory Place, London, E14 8BJ U.K. London, E14 8BJ U.K.	Date: <u>19 October 201</u> U.K.